

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3226

TITLE: HUMAN SERVICE WORKER II

GRADE: S-19

DEFINITION:

Under general supervision, assists supervisor with duties that may include training, coaching, and reviewing the work of staff providing eligibility determination for public assistance programs, and under minimal supervision, determines eligibility of economically disadvantaged individuals and families for federal, state, and local public assistance programs; and performs related work as required;

or

performs employability assessment of economically disadvantaged families and adult clients to aid in their effort to secure employment and achieve a self-supporting lifestyle; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is the master level for positions assigned to public assistance program service (i.e., incumbents perform their duties with less supervision and may serve as lead workers)

And this is the full performance level for positions assigned self-sufficiency work.

ILLUSTRATIVE DUTIES:

For positions assigned to public assistance program service:

Assists unit supervisor by providing training to public assistance staff, reviewing case files, and providing back-up supervision of staff;

Serves as a resource to staff by answering questions related to policies/procedures and providing consultation regarding complex cases;

Carries a caseload of clients receiving public assistance to include complex cases as required;

Determines and authorizes eligibility for public assistance in accordance with federal, state, and local regulations and time frames;

Authorizes public assistance (e.g., medical aid, financial assistance, and food coupons) based on client situation and public assistance program requirements;

Ensures timely processing of applications to meet client needs and program policy mandates;

Compiles and maintains data and documents, and may prepare written narratives to support eligibility determinations;

Prepares appeal documents and represents the agency in administrative appeals filed by clients;

Refers clients to other County programs and/or community organizations for needed services.

For positions assigned self-sufficiency work:

Interviews clients to assess their goals, strengths, and weaknesses and jointly explore alternatives to welfare;

Assesses clients' circumstances and determines the most appropriate configuration of employment, support, and public assistance services to facilitate movement toward self-sufficiency;

Determines and authorizes eligibility for public assistance in accordance with federal and state regulations and time frames;

Works with clients to identify and address barriers to employment while stressing the value of work and the temporary nature of welfare;

Assists clients in obtaining the resources necessary to meet emergency needs;

Supports success in the workplace by coordinating services with clients and other human service providers and community groups;

Monitors clients' employment activities through regular contacts with clients and contract workforce development providers;

Monitors client records for all benefit and other program requirements;

Prepares appeal documents and represents agency in administrative appeals filed by clients.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of federal, state, and local laws governing public assistance and welfare reform;

Knowledge of human behavior and social problems;

Ability to make arithmetical computations;

Ability to communicate effectively, both orally and in writing;

Ability to schedule and manage workload sufficient to meet deadlines;

Ability to use automated technology to establish and maintain case records;

Ability to read and apply complex program policies and procedures.

For positions assigned to public assistance program service:

Ability to establish and maintain effective working relationships with clients, co-workers, and other human service providers;

Ability to manage a complex public assistance caseload;

Ability to lead and coach other professional level public assistance workers.

For positions assigned self-sufficiency program work:

Knowledge of the County's "Work First" approach to case management;

Skill in using supportive counseling techniques to enhance and develop clients' problem-solving capabilities;

Ability to assess client needs through collection and analysis of employment history and other personal, family, and cultural information;

Ability to maintain professional ethics related to confidentiality of client information;

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Ability to establish and maintain effective working relationships with clients, co-workers, contracted personnel and other human service providers.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to graduation from an accredited college or university with a bachelor's degree in psychology, sociology, human resources, education, or a related field; PLUS one year of professional human service experience (e.g., in a public assistance program).

CERTIFICATES AND LICENSES REQUIRED:

None.

ESTABLISHED: April 27, 1998